

## CELEBRATING 2 YEARS of CalREDIE

Today we celebrate our **second** anniversary of California Reportable Disease Information Exchange (CalREDIE) being live!

As we continue into our third year we want to thank you very much for your support and guidance. Together, we have built a strong platform for rapid and effective public health surveillance and emergency response and will remember 2011 for many successes and accomplishments. In 2012, we want to make CalREDIE even better. This year, we plan to implement new features and functions and continue to work with you to improve CalREDIE.

Currently, CalREDIE is being used as the primary surveillance tool for most communicable diseases within CDPH and is used by seventy three percent (73%) of local health departments (LHDs). Over the past year we had twenty three (23) additional LHDs transition to CalREDIE and doubled the number of users to over 1200. The role of our state and local staff in building and sustaining this effort has been instrumental. Many of our users have contributed their time, ideas and expertise and have taken part in various CalREDIE efforts and workgroups.

In 2011 we made the Provider Portal functionality available to 8 additional LHDs and will be gradually expanding this module over 2012. (more info on page # 4) Another major 2011 milestone was the receipt of the very first electronic lab report. (page# 5) In addition, ARNOLD (alerting module) has been successfully piloted by state staff and is ready for use by our local users. (page# 4) In 2011, the Reporting Services team was formed to focus on designing a solution to provide epidemiologists with data in a secure, usable and consumable format. (page# 7)

We have accomplished many milestones, but there is a lot of work left to be done. While we continue to maintain the current functionalities of the system, we are piloting the electronic lab reporting functionality. Our goal is to increase the number of laboratories from which we can receive information electronically in 2012.

We will also work with our users to prepare them for the updated version (Version 10) of the system that we plan to deploy in the spring of 2012. Simultaneously we will be working on improving the system's data export capability. Our goal for 2012 is to provide the CalREDIE users with easy access to their raw data - on demand, "when you want it and how you want it".

As this effort of great complexity and magnitude evolves, we will continue to gauge the interest and needs of our internal and external stakeholders and tailor the way we manage CalREDIE accordingly.

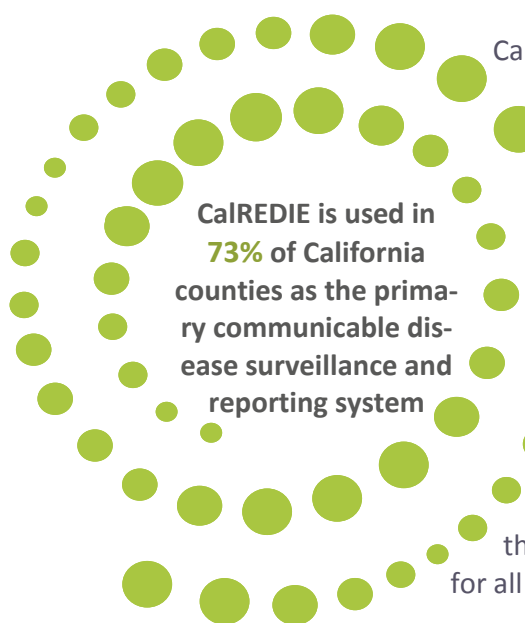
*"CalREDIE exists as a tool to improve the timeliness and quality of infectious disease reporting in California. It's evolution and continued success are dependent on your input. The CalREDIE team is committed to engaging both local and state users on an ongoing basis to make sure that the system meets your needs. Thank you for your commitment and support."*

**Gilberto F. Chavez, MD, MPH, California State Epidemiologist**

As we move forward, identifying sustainable funding for CalREDIE is among the most important challenges remaining. CDPH remains committed to instituting efficiencies, prioritizing activities and working with our partners to ensure the fiscal health of CalREDIE.

# 2012 Rollout & Trainings

## CalREDIE counties & target regions



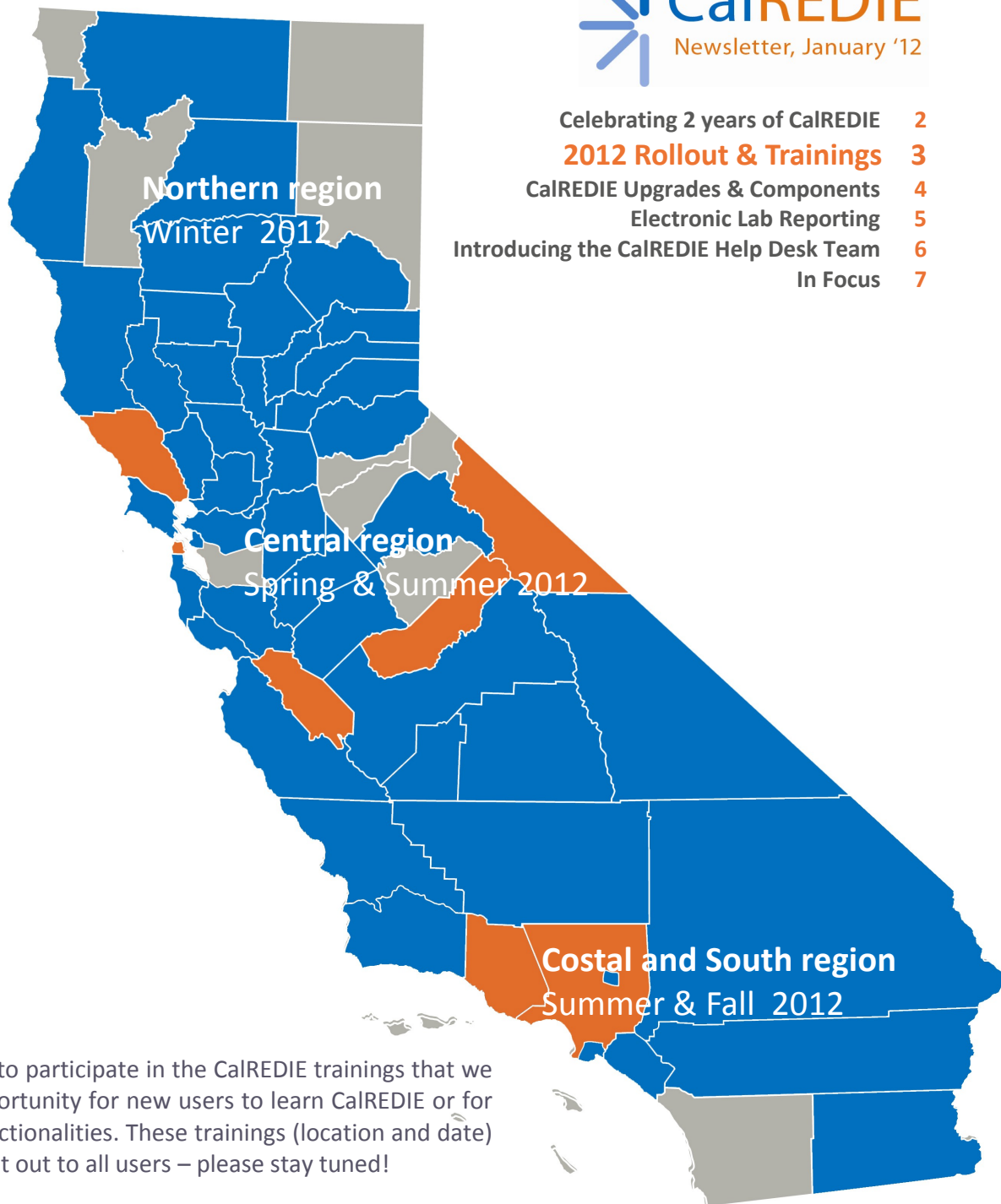
Today **51** LHDs are using CalREDIE to report Tuberculosis, **44** LHDs are using the system to report all diseases, and select providers from 8 counties are regularly submitting CMRs via the Provider Portal. In 2012 we will continue to support "Ready & Willing" counties as they transition to CalREDIE for all diseases.

The map indicates target regions and LHDs that we hope to collaborate with to implement CalREDIE in 2012. If your LHD is located in one of the target regions we encourage you to take advantage of this opportunity to join CalREDIE in 2012. Knowing where you are in terms of flexibility to travel, staff availability, training facility and other resources will help in our decisions on how to organize the rollout in the remaining regions.

## CalREDIE trainings

New and existing staff from the CalREDIE counties are welcome to participate in the CalREDIE trainings that we will be hosting as we visit our target regions. This is a great opportunity for new users to learn CalREDIE or for existing users to refresh their knowledge about the system's functionalities. These trainings (location and date) will be advertised on the Local User calls and an email will be sent out to all users – please stay tuned!

Celebrating 2 years of CalREDIE	2
<b>2012 Rollout &amp; Trainings</b>	<b>3</b>
CalREDIE Upgrades & Components	4
Electronic Lab Reporting	5
Introducing the CalREDIE Help Desk Team	6
In Focus	7

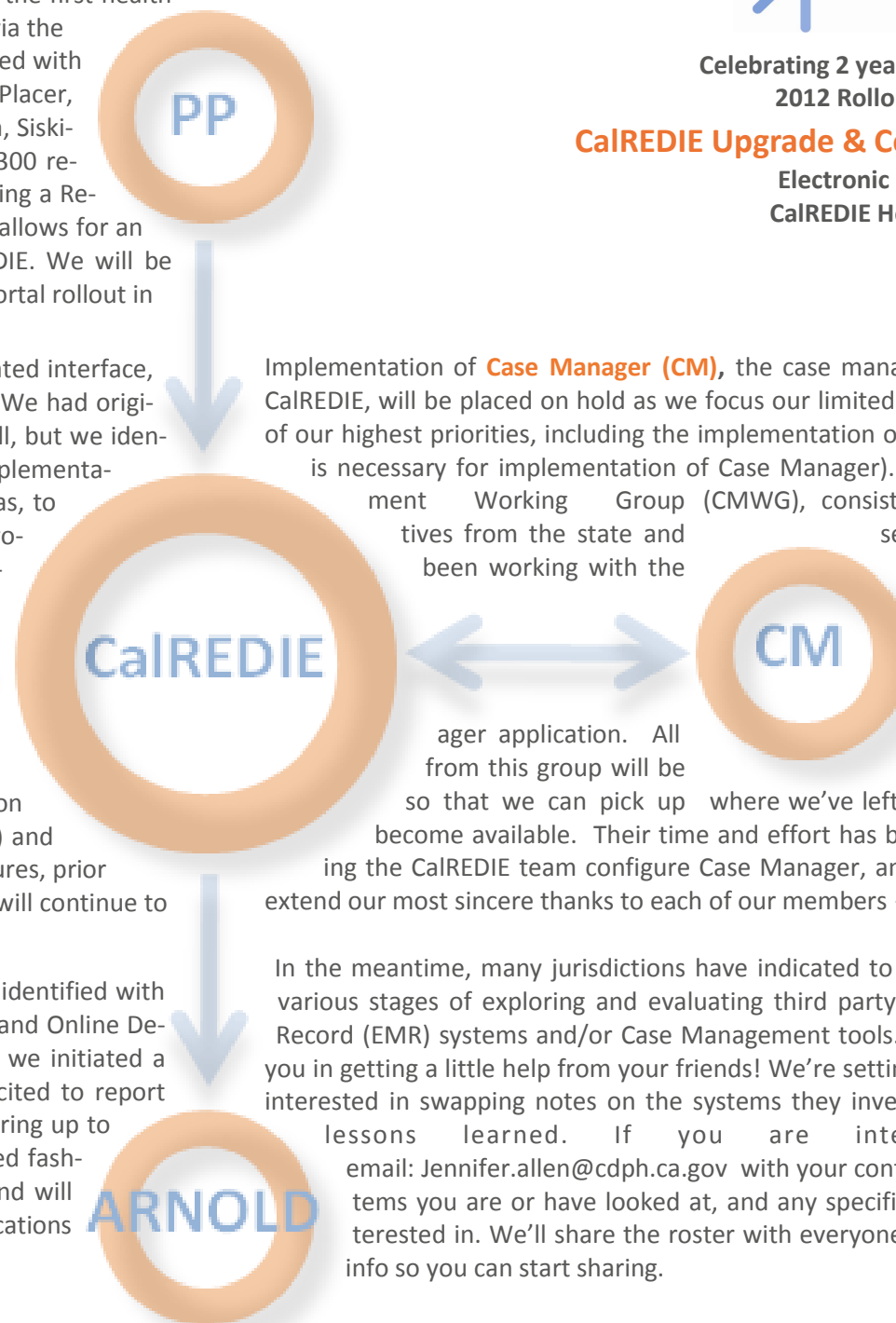


# CalREDIE Upgrade & Components: V10, PP, CM & ARNOLD

November 30th, 2011 marked the one year anniversary of the first health care providers electronically submitting CMRs to CalREDIE via the **Provider Portal (PP)**. To date, the CalREDIE Team has worked with 12 counties to implement the PP (San Mateo, Santa Cruz, Placer, Yolo, Stanislaus, Sacramento, Santa Barbara, Fresno, Shasta, Siskiyou, Plumas, and Monterey). We currently have close to 300 reporter accounts from 8 counties. Additionally, we are piloting a Report-Only access to the PP with Sacramento County which allows for an additional 200 health care providers to report via CalREDIE. We will be working internally to determine our strategy for Provider Portal rollout in 2012.

**Version 10** is a major upgrade to CalREDIE. It has an updated interface, and several new features that our users have requested. We had originally scheduled to release Version 10 to Production last fall, but we identified some issues that had to be resolved prior to implementation. We have been working closely with the vendor, Atlas, to resolve these issues, as well as improving our testing processes to ensure that we implement a high quality product. This delay was disappointing to us, and to our users, but we want to ensure that when we do upgrade to Version 10 this spring, that it is a seamless upgrade to our users. We expect to receive Version 10 with the issues corrected from Atlas in early 2012, after which we will conduct several weeks of testing before implementing in Production. We will distribute updated documentation (User Guide, Reference Guide, and a New Features Guide) and conduct several WebEx trainings highlighting the new features, prior to implementing Version 10 in Production this spring. We will continue to notify our users as the dates are scheduled.

After working with Atlas to resolve some issues that were identified with the first pilot of **ARNOLD** (Automated Results Notification and Online Delivery), the alerting and notification module of CalREDIE, we initiated a second ARNOLD pilot on October 20th, 2011. We are excited to report that the issues with ARNOLD are resolved, and we are gearing up to roll ARNOLD out to CalREDIE users in early 2012, in a tiered fashion. We will be providing WebEx trainings for ARNOLD, and will provide a user guide. Please be on the lookout for notifications regarding these trainings!



Implementation of **Case Manager (CM)**, the case management module of CalREDIE, will be placed on hold as we focus our limited resources on some of our highest priorities, including the implementation of Version 10 (which is necessary for implementation of Case Manager). The Case Management Working Group (CMWG), consisting of representatives from the state and select LHDs, has been working with the CalREDIE team over the past year to configure and test the Case Manager application. All from this group will be so that we can pick up where we've left off once resources become available. Their time and effort has been crucial in helping the CalREDIE team configure Case Manager, and we would like to extend our most sincere thanks to each of our members — **Thank you!**

In the meantime, many jurisdictions have indicated to us that they are in various stages of exploring and evaluating third party Electronic Medical Record (EMR) systems and/or Case Management tools. We'd like to assist you in getting a little help from your friends! We're setting up a list for LHDs interested in swapping notes on the systems they investigate and sharing lessons learned. If you are interested please email: [Jennifer.allen@cdph.ca.gov](mailto:Jennifer.allen@cdph.ca.gov) with your contact info, which systems you are or have looked at, and any specific topics you are interested in. We'll share the roster with everyone who submits their info so you can start sharing.

Celebrating 2 years of CalREDIE	2
2012 Rollout & Trainings	3
<b>CalREDIE Upgrade &amp; Components</b>	<b>4</b>
Electronic Lab Reporting	5
CalREDIE Help Desk Team	6
In Focus	7

# Electronic Lab Reporting

CDPH is glad to contribute to this crucial piece to improving public health and disease surveillance in California. We are happy to bring a solution for labs and other submitting facilities to comply with the provisions in AB 2658, as well as CCR Title 17 Section 2505. In addition, electronic lab reporting provides a pathway for labs and submitting facilities to address a key component of their meaningful use measures.

During discovery with our initial ELR pilot candidate, we found that they were not quite ready to provide resources needed to make the effort mutually successful. Fortunately, we have a new partner, St. Jude Hospital Lab (within the St. Joseph Health System in Orange County), who is ready, willing, and technically able to join in an ELR pilot partnership with full engagement from the Orange County LHD. We began pilot discussions in October, and in mid-December we tested and proved an HIPAA compliant transport system, Secure File Transport (SFT), which strikes a balance between sophisticated encryption, a simple user interface, and scaling ability for when there is a higher volume of submitters.

We are continuing to work on the ultra-complex task of ELR translation and consumption into CalREDIE. ELR remains an important, high-priority piece for all of California, as we aim to provide a viable and sustainable path for labs and other submitters to comply with state and local requirements while meeting one of the key meaningful use measures. After the anticipated pilot completion in early Spring 2012, we will wrap up with lessons learned and will refine our procedures to allow a phased approach to smoothly bring on additional labs, beginning in Summer 2012. Meanwhile, we are finalizing the CalREDIE HL7 2.5.1 ELR Implementation Guide that will take into account feedback from the comment period, and will be aligned to federal guidelines. When finalized the Guide will be released at the CalREDIE ELR webpage: <http://www.cdph.ca.gov/data/informatics/tech/Pages/CalREDIEELR.aspx>

## Here's How Labs Can Get Started with ELR

**1.** Construct a proper ELR message in accordance with the CalREDIE HL7 2.5.1 ELR Implementation Guide; labs can check their ability to construct a message by submitting a test message to the CDC PHIN Message Quality Framework application (MQF).

**2.** Map local lab test and result codes into standard LOINC and SNOMED coding. It is important to use standard codes for all but emerging diseases for which CDC has not yet assigned a code. A good place to start with these codes is the Reportable Condition Mapping Table (RCMT), which is available at <http://www.cdc.gov/>

**3.** Contact [elr@cdph.ca.gov](mailto:elr@cdph.ca.gov) if you need more information.

## Meaningful Use

To assist you with meeting Meaningful Use requirements pursuant to the Electronic Health Record (EHR) Incentive Program, CDPH has developed an eHealth website focused on public health objectives and measures at the following address: <http://www.cdph.ca.gov/data/informatics/Pages/eHealth.aspx>

Please also review the web links under the "Meaningful Use Objectives and Measures" heading which will provide you with current information about public health capacity to receive data at the state and local level as well as answers to frequently asked questions. These websites will be updated on a regular basis to assist you.

Celebrating 2 years of CalREDIE  
2012 Rollout & Trainings  
CalREDIE Upgrades & Components  
**Electronic Lab Reporting**  
CalREDIE Help Desk Team  
In Focus

2  
3  
4  
5  
6  
7

PP



ARNO



# Introducing the CalREDIE Help Desk Team

Kristi Baron

**Your hobbies:** I love all outdoor activities, such as golf and hiking. Though, camping is my still my favorite. In high school I discovered that I enjoy painting, but I do not always have the time for it.

**How did your education/experience prepare you for this role?** Currently I am going to school to major in Business Administration. My parents have served over 25 years with the state and almost half of that has been spent in the Information Technology field. With that said, I myself have taken an interest in computers and my current position allows me to continually grow my technical knowledge. However, working on the helpdesk has taught me the more personal side of this position. You start to make bonds with your customers and get to know each of them on a more personal level.

**What do you like the best about working at CDPH/CalREDIE?** I feel very fortunate to call everyone that I work with my colleagues and friends. They make every day interesting and are a great group of people to learn from. They all have their own strengths and together make a very strong team. Everyone is very welcoming and easy to get along with. CDPH is like my second family and I love that I get to work with them every day.

**Can you share an interesting story/work experience with at the Help Desk?** I don't have just one experience to share because the best feeling that you can get when working on a helpdesk is knowing that you helped someone or even taught them something new. It's always very nice to hear the great feedback that we get from many of the counties. The suggestions that they give are appreciated as well because there is always room for improvement. Our customers are all very pleasant to work with and are always helping us to improve CalREDIE.

**What are some key lessons learned that you would share with others in your position?** Do not be afraid to ask for help. Asking for help is one of the best things anyone could do. If you are unsure about something there is always someone eager to help you.

Adam Delos Reyes

**Your hobbies:** My most recent hobby is photography. I really enjoy taking pictures, but I never knew how challenging it is to capture the perfect one. Although I've had my camera for a few months now, I'm still learning this art and hope to keep working on it.



**How did your education/experience prepare you for this role?** I think that my education and experience has prepared me well for my current position. Growing up, I always had an interest in working with computers and interacting with people. Majoring in Business Administration at CSUS and concentrating on Management Information Systems has allowed me to work in an area that I enjoy. I've been provided with a good foundation of technical knowledge, people skills and problem solving skills that are very useful in my day to day tasks.

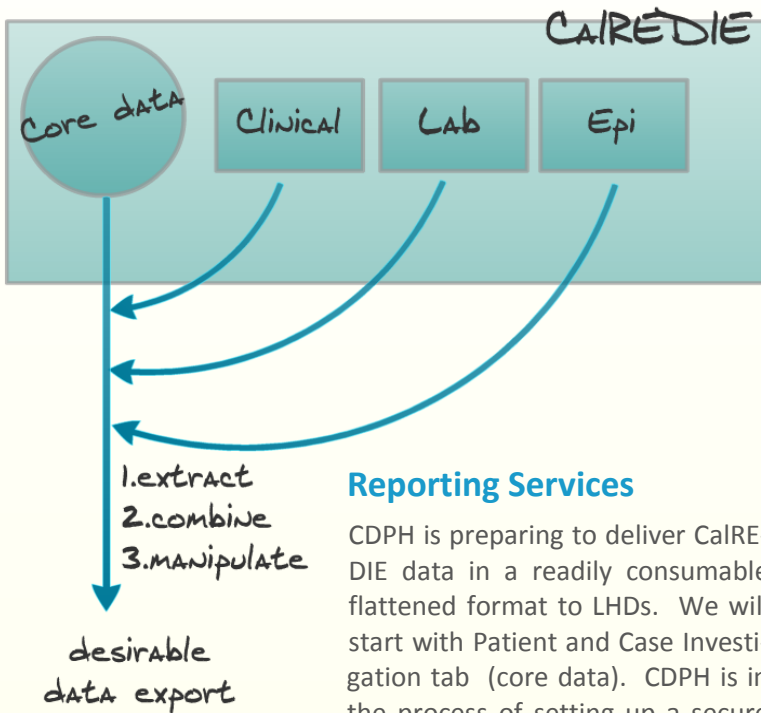
**What do you like the best about working at CDPH/CalREDIE?** My Co-workers. It's very rewarding coming to work every day knowing that you're surrounded by great people. In my experience within the last few months, I've noticed that everyone is about getting things done and making sure that we all succeed. It's a good feeling knowing that I'm on such a wonderful team.

**How do you feel your job makes a difference?** I think that Kristi and I have an important role in making sure that our customers have a great experience using CalREDIE. I understand that it can be very frustrating to change a process that you've been accustomed to for many years. When users contact us and we are able to resolve their problems or answer questions, I feel like it makes the transition easier, less frustrating and also helps them understand the system better.

**Can you share an interesting story/work experience at the Help Desk?** We've received phone calls and e-mails from users apologizing for contacting us with their problems. Please don't hesitate to contact us. No matter what the issue is, we're here to help in any way that we can.

Celebrating 2 years of CalREDIE	2
2012 Rollout & Trainings	3
CalREDIE Upgrades & Components	4
Electronic Lab Reporting	5
CalREDIE Help Desk Team	6
In Focus	7

## In Focus : Data Use in CalREDIE



### Reporting Services

CDPH is preparing to deliver CalREDIE data in a readily consumable flattened format to LHDs. We will start with Patient and Case Investigation tab (core data). CDPH is in the process of setting up a secure web portal for delivery of this data.

Data specific to each jurisdiction will be placed on this secure web portal where LHDs will be able to log-in to access their data.

Getting all LHDs on board with the secure portal to receive **Patient** and **Case** Investigation data will be our first building block to be able to easily and securely provide **all** CalREDIE data in a flat format. With the deployment of Version 10 we will be able to use the same portal to provide complete disease exports that will include all **Patient**, **Case Investigation**, and **User Defined Form** data in a single flat file per disease.

The portal and the exports contained within it are designed to be completely user friendly, however as always the CalREDIE HelpDesk will be standing by to help you with any issue you may come across to ensure this data only improves your workflow.

### CALREDIE LSAC data sharing discussions

As you may recall, the issue of cross-jurisdiction data sharing was initially raised by CCLHO (and the CalREDIE's Local Stakeholder Advisory Committee (LSAC)). CCLHO requested that designated individuals be granted read-only access to cross-jurisdictional (or all data) in CalREDIE. Over the past year we have been working to review the various options that we currently have available in the application that would meet CCLHO's request for data sharing with Office of Legal Services (OLS). Last month we obtained a decision and determination from the OLS representatives that we cannot implement cross-jurisdictional data sharing as requested by CCLHO as none of the options that we currently have available would meet legal guidelines. OLS is continuing to review, and we will have a follow-up discussion with them regarding what, if any, system modifications could be pursued.

### Data Use Agreements

CalREDIE Data Use and Disclosure Agreement (DUA) is a legally binding agreement between the CDPH and the CalREDIE counties that sets forth the information privacy and security requirements. The purpose of this document is for both parties (LHD representatives and CDPH representatives) to understand and agree how they will be using data in CalREDIE. As new standards, opportunities and technologies become available this document may need to be updated. Based on input from CalREDIE users gathered during 2011, we are working with the CDPH Privacy and Security Office to update the DUA. We will be discussing the changes to the DUA with CalREDIE users in early 2012. All the counties will have an opportunity to review the updated agreement and sign this new version or to keep their previously signed agreement.

Celebrating 2 years of CalREDIE	2
2012 Rollout & Trainings	3
CalREDIE Upgrades & Components	4
Electronic Lab Reporting	5
CalREDIE Help Desk Team	6
In Focus	7

### Interested in CalREDIE

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### CalREDIE Users

CalREDIE Help Desk  
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